

**Information Technology Council Meeting
August 30, 2004**

F i n a l

Present: Tim Lapointe, Quent Boyken, Mary Wegner, Sandra Glenn, Betsy Brandsgard, Kristina Junkins, Christian Gurney

Absent: Ron Dardis, Larry Murphy, Greg Stevens, Bill Dotzler, Bob Brunkhorst

Guests: Pat Harmeyer, Lorrie Tritch, John Gillispie, Richard Bordwell, Jim Matre, Clarence Key Jr., John Baldwin, Mark Johnson, Mollie Anderson, Elizabeth Robinson, Phyllis Blood, Laura Roeder-Grubb, Rich Jacobs, Kathy Williams, Del Wadle, Steve Mosen, Patti Allen, Lee Rood

Tim Lapointe, Chair, opened the meeting. It was noted that a quorum of members was present.

1. Opening Remarks – The Chair welcomed Kris Junkins of the Des Moines Public Schools, and Christian Gurney of KG Interdev, LLC, both brand new members to the council. Today's meeting will be comprised of oral presentations by those agencies who are requesting FY06 Pooled Technology funds. Scorers need to submit or update their scores by close of business tomorrow, August 31. The Council will hold a conference call on September 2 to finalize a recommendation.
2. John Baldwin, Department of Corrections, Iowa Corrections Offender Network (ICON) – Request for \$1.2 million.
The Department of Corrections (DOC) oversees nine prisons and eight community-based correctional facilities. John reported that the ICON system has been a work in progress for the last six years. This request is for continued funding. On October 1st of this year, the first institutional portion of the ICON system will be rolled out. Corrections' current request for funding would improve the speed of getting things out and in general, improve the use of the system. This system focuses on the end user and seeks to provide accuracy, safety, and immediacy. Tim inquired if any information had been gathered to support the claim that there would be savings due to the early release of prisoners. Once the system is fully functional, Corrections should be able to get people/prisoners out of the system at the earliest possible time because information will be shared across all DOC related resources, saving duplication of effort and time.
3. Jim Matre, Department of Elder Affairs (DEA), Iowa SEAMLESS Resource Center – Request for \$300,000.
The Iowa SEAMLESS project promotes client access to service for its target population of elderly. SEAMLESS enables DEA to cross departmental and program boundaries by being able to intake a client profile and provide the necessary data to different service programs for eligibility analysis and service intake. DEA has installed the system in several places and as a result, discovered that there is a great need for education on the individual services (i.e., what services are available for seniors). Research has also indicated the need for a resource center to tie services together. Elder Affairs would like to tie together resource center

applications and have them automatically routed to those entities that can best address the need. Assistance on the front end should also save money, as assistance is generally more costly further down the road.

4. Clarence Key Jr. and Richard Bordwell, Iowa Board of Parole, IPAROLE-ICON Integration Project – Request for \$250,000.

The Board of Parole data system and the ICON system now reside on the same server. The Board of Parole wants to capture data elements in an organized database, thus eliminating paper, and issuing electronic decisions, speeding up the whole release process. Paper records flow slowly from place to place and are cumbersome, electronic records are more easily accessible and faster. Judges could also submit recommendations online. Basically, this project involves transitioning from paper records to electronic records which would allow better sharing of information and faster record location, etc.

5. Phyllis Blood, on behalf of the Department of Administrative Services, Enterprise Data Warehouse – Request for \$658,623.

This is a funding request to upgrade the enterprise data warehouse that is used by multiple agencies. Partners in this project are the Department of Revenue, Division of Criminal and Juvenile Justice Planning, Department of Human Rights, Department of Corrections, and Department of Administrative Services. Part of the funding is to upgrade to more current software. The data warehouse is primarily for data mining, but has also enabled agencies to automate a lot of processes which used to be manual. The Enterprise Data Warehouse received \$350,000 in funding in FY05.

6. Pat Harmeyer, Department of Administrative Services, DAS Billing and MIS – Request for \$365,000.

Pat is the project leader for the DAS billing process. The Legislature specified the following goals for DAS: focus on customers, streamline services, save money, and use resources more creatively. Thirteen thousand bills are issued by DAS each year, mostly on paper. A customer survey revealed that customers want billing accuracy, billing timeliness, billing information detail, and billing support. About 70% of DAS' customers would like to receive electronic bills. Goals for the new billing system are a) one DAS bill per month per customer, b) billing amounts that utilize a quantity times price formula, c) an accurate and understandable electronic bill with detail, and d) customer electronic access to billing detail. The solution developed must support the billing system to create a bill with the information and format that customers want. Wherever it can, DAS will take advantage of any features in I/3 that can be used to enhance the DAS billing system. Funds requested in this application will be used to implement the chosen solution.

7. Rich Jacobs, Department of Revenue, Electronic Tax Administration – Request for \$792,000.

Having already implemented electronic tax administration for individuals, the Department of Revenue is now focused on electronic tax administration for businesses. Iowa ranked first in the country again this year for filing electronic tax returns. By January 1st, Iowa will offer the capability for electronic filing of withholding tax, soon after that, motor vehicle fuel tax credit, and then sales tax by September, 2005. In FY06, the Department of Revenue wants to add partnership returns, corporate returns, and real estate transfer tax filings. This year, the

Department of Revenue will leverage every \$1 of Pooled Technology funding with \$3 of Revenue staff and resources.

8. Del Wadle, Department of Human Services, DHS HIPAA Security and IT Strategy Direction – Request for \$750,000.

There are two new dimensions to the old concept of security -- integrity and availability. Over the last year or so, DHS has been working on 18 different projects, many of which were mandated legislatively. DHS wants to broaden all of them to reach a best practices level and to make all of the project models available to the entire state enterprise. Considerable time and resources have been invested in these projects over the last several years. Now that a framework is in place, DHS wants others to be able to reap the benefit of these end product enterprise models.

9. Kathy Williams, Iowa Communications Network, Capitol Complex Pbx Technology Upgrade – Request for \$228,225.

All state agencies in the Des Moines area are on a single phone system. The ICN proposes replacing the current system which is 15 years old and deteriorating. New technology is also available - Voice over Internet Protocol (VoIP). The ICN would take two of six nodes out of the Lucas Building and replace them with the newer technology. Two of the nodes would be moved to an Internet Protocol hybrid system. This would be Phase One of a three phased system (replacing two nodes at a time). The replacement would be cost effective and would allow the ICN to offer some new features, such as caller ID and a phone “following” feature. The ICN is requesting one-half of the money needed for Phase One; the remaining half would be absorbed by the ICN.

10. Mollie Anderson, Department of Administrative Services, I/3 Implementation Transition Funding – Request for \$2.7 million.

Integrated Information for Iowa (I/3) is an ERP system, an integrated suite of software programs. It provides mission critical benefits as it automates and links information across the state’s budgeting, general accounting, accounts receivable, accounts payable, cost accounting, fixed assets, procurement, human resources, benefits and payroll systems. I/3 will be used by every agency in state government. Its goal is to give managers and decision makers an enterprise view of vital integrated financial and human resources data to improve decision making. I/3 is the most comprehensive technological modification to these systems in twenty years. It will facilitate major business process redesign throughout state government that can generate significant cost savings. In terms of the ROI criteria, I/3 assures continued compliance with federal and state mandates. It improves customer service by giving state financial managers more timely and accurate financial information upon which to base decision making. Thousands of Iowa businesses will be able to get better data from the state’s online purchasing system and vendors will be paid in a more efficient fashion. The Department of Administrative Services is requesting \$2.7 million to accomplish the full implementation of the system. The return on I/3 will occur primarily at the department level as process reengineering generates savings due to elimination of redundant systems. How does this project overlap with other projects? This application supports all of the agencies and the work that they do, rather than benefiting a specific agency or group of agencies. Without completion of this project, the State will not reap the full benefit of the

\$16.6 million already invested. Most agencies need this system in order to operate on a day to day basis (to pay bills, complete payroll, etc.). Mollie mentioned that any process redesign requires a significant amount of retraining and is laden with frustration; it takes time to become comfortable with a new system. This request deals primarily with proper staffing levels and maximizing the system's potential.

11. Discussion/Individual Scoring/Wrap-Up – Tim Lapointe suggested that council members consider which projects fit within the Council's mission, create economies of scale, or promote enterprise wide standards and guidelines. Diane Van Zante reminded members of the deadline for scoring and of the conference call on September 2 to finalize a recommendation on the projects. Council members decided to forego the September 16 meeting and meet next on November 18. Christian Gurney agreed to serve on the subcommittee for the strategic plan.

A motion to adjourn was made and seconded. An oral vote was taken and unanimously passed. The meeting adjourned at 3:50 p.m.